

# Telecom headsets





### Which headset solution is best for me?

To find out which headset fits best to your requirements, just consider your answers to the following questions and have a look at the table below:

- What wearing style is most comfortable for me? Monaural, binaural or ear clip?
- → How long will I use the headset without taking a break?
- What's going on around me when I am on the phone? E.g. is it a noisy environment where I find it hard to concentrate?
- Do I need to confer with colleagues during a call?
- ▶ How loud is my calling environment?
- Do I need to leave my desk during telephone conversations?

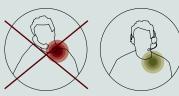
Application/Work Environment	CC 550 Binaural	CC 540 Binaural	CC 530 Convertible	CC 520 Binaural	CC 510 Monaural	SH 350 Binaural	SH 340 Convertible	SH 330 Monaural	SH 320 Convertible	SH 310 Ear Clip	
Work in contact center, helpdesk, or other noisy environment	•	•	•	•	•	•					Wide range of suitable models available
Calling from noisy environment or calls are recorded	•	•	•	•	•	•	•	•			Noise canceling filters ambient noise very effectively
Working in a front office environment			•				•		•	•	Ear clip models are discreet and unobtrusive
Absolute concentration needed when making calls	•	•		•		•					Sound in both ears blocks out back- ground noise and allows for better concentration
Need to confer with colleagues when making calls			•		•		•	•	•	•	Sound to one ear only allows you to interact
Need to offer flexible wearing styles or would like to choose from different wearing styles			•				•		•		Convertible models provide freedom to change wearing style quickly and easily
Telephone is used for long periods of time	•	•		•		•					Designed for all-day comfort
Telephone is used periodically while multitasking			•				•		•	•	Over-the-ear models easy to put on and take off
Telephone conversations of shorter duration, e.g. at home									•	•	Compact and easy to put on or take off

To receive additional assistance in choosing the correct headset, also try the Headset Selector at

www.sennheisercommunications.com

# In offices, in homes, for professional

and private use, headsets are becoming more and more a part of our modern culture. Headsets are now worn at every level in today's technologically advanced workforce; whether sitting at the computer, waiting in an executive lounge, or walking down the street. Here are four good reasons why:



**Ergonomics.** Holding a handset between the shoulder and ear puts unnecessary strain on the back and neck. A headset relieves this tension and increases comfort.



**Hands-free.** Holding a handset makes it difficult to multi-task efficiently. A headset frees up your hands to enter data into the computer, leaf through a document, or take detailed notes.



**Mobility.** A wireless system not only lets you make full use of both hands, but frees you up entirely. Leave your desk or office to pick up a fax, signal to an employee, or stretch your legs during a longer conversation.

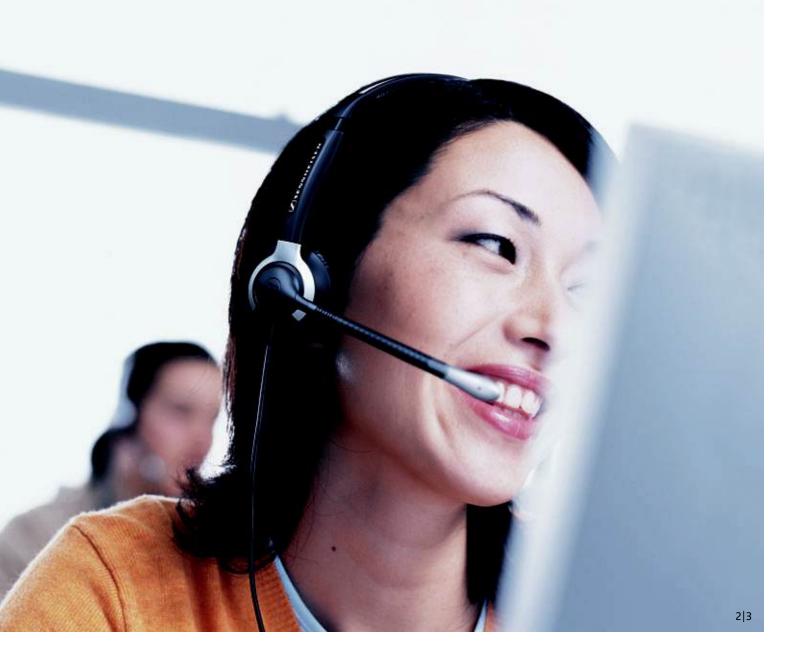


**Efficiency.** Being comfortable and mobile will inevitably result in increased efficiency and better performance – a guaranteed return-on-investment.

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# Communication that puts you





The Sennheiser MD21 dynamic microphone launched in 1954 is still widely used by radio and TV stations today.



Multi Acousticon table top model (1910–1923) from William Demant. This hearing aid was one of the strongest on the market in 1910.

# What's special about a headset from Sennheiser Communications?

Sennheiser Communications is a powerful joint venture between electro acoustics specialist Sennheiser electronic GmbH & Co. KG and internationally renowned hearing health care company William Demant Holding Group.

Together, these two companies are changing the face of communications – creating technology for the needs and passions of all different types of people.

**Sennheiser electronic GmbH & Co. KG** is one of the world's leading brands for electro-acoustic solutions. Every day internationally renowned artists and performers expand their creative potential by using Sennheiser microphones and headphones. In fact, professionals throughout the business spectrum are amazed when they experience the excellent sound transmitted by the high-quality products; be it in professional transmission systems, audiology, or even aviation.

The **William Demant Holding Group** develops, manufactures, and sells microelectronics, micromechanics, wireless technology, software, and audiology. Companies in the group such as Oticon, who specialize in digital hearing aid technology, recognize the importance of electronics in helping people take an active part in life and create solutions for their specific needs.

Benefitting from Sennheiser electronic's expertise in sound technology and William Demant's passion for optimizing sound for individuals, Sennheiser Communications have truly created one of the most caring and personal brands for headset solutions. ActiveGard™, for example, a technology designed to improve the safety of headsets, is just one step in the quest to create innovations that serve as well as help to protect human beings.

Sennheiser Communications' products are designed with four essential concerns in mind:



**Comfort** All Sennheiser Communications' products are created to make the verbal transfer of information as comfortable as possible for people who spend a great deal of time communicating. We know that people are most efficient and productive when their physical well-being is a priority.



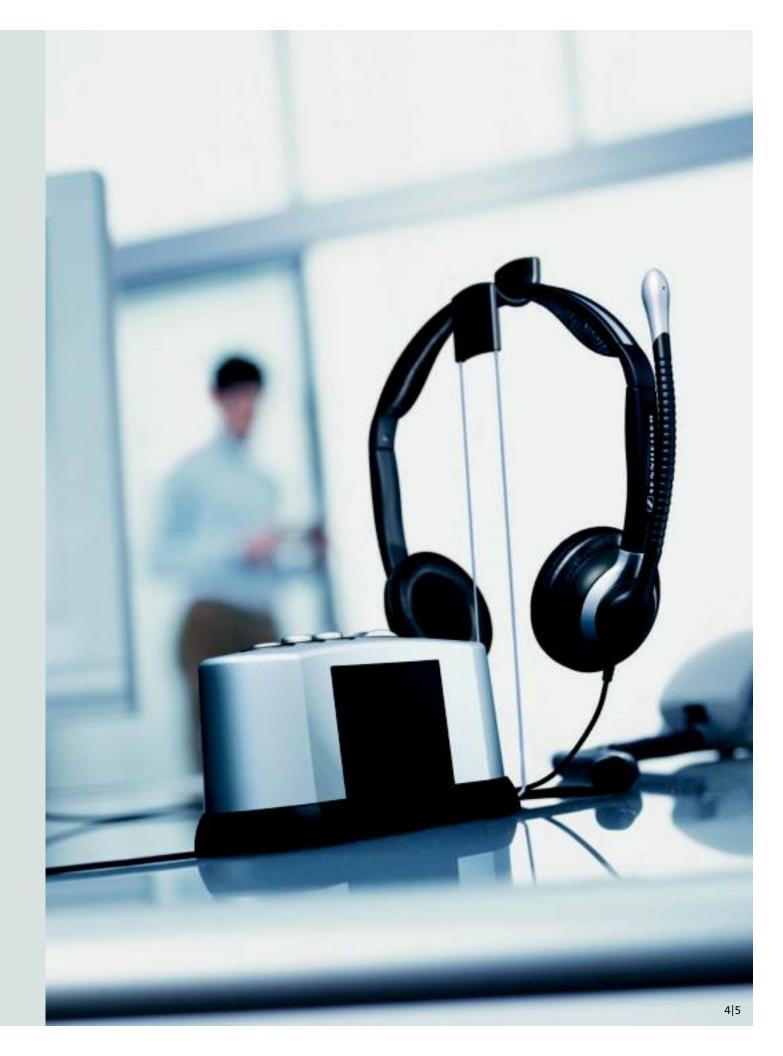
**Safety** Our background in audiology reinforces our determination to provide the safest products available. Innovations such as ActiveGard™ demonstrate the success of our technologies in meeting the needs of consumers.



**Durability** We recognize that technology requires an investment on the part of our customers and we work to ensure a significant return on investment. Our products are made from carefully selected materials and are designed to last – especially in fast-paced, high-energy working environments.



**Quality** Creating the highest quality products which deliver fantastic sound experiences is part of our corporate philosophy. Our experts in product development incorporate high-tech and unique features to ensure the sound quality of all products is superb. Only the very best raw materials are incorporated into the sophisticated manufacturing process. Our strict quality control measures ensure that the end result is an exceptional product which we are proud to produce and our customers are happy to own.

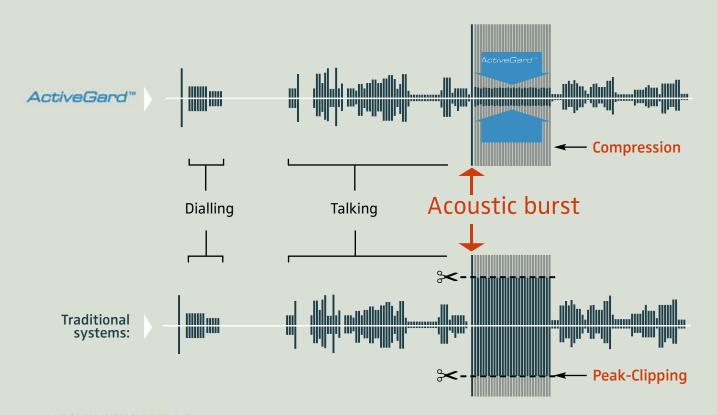




### A smarter way to actively safeguard your hearing

**During the course of a day,** people use various devices like seatbelts and helmets to protect their bodies from potential harm. Likewise, when people telephone they are also vulnerable to accidents − hazardous incoming noises that can be dangerous to the hearing. The sudden high-pitched signal of an alarm sounding at the other end of the line, for example, can be more than frightening − it can actually have a negative effect on hearing. Technically referred to as an acoustic burst, a sudden and unexpected variation in sound level can potentially cause irreversible damage to hearing. Called acoustic shock, it can cause symptoms such as headaches, tinnitus, and even loss of hearing. To safeguard users from these imminent dangers, all of our telecom headsets are equipped with ActiveGard™ − an innovative technology that compresses potentially dangerous sound levels, allowing the headset wearers to work more relaxed in the knowledge that their headsets are equipped with the best available technology to help ensure their safety. Here's how:

**Before an undesirable incoming signal** even reaches your ears, the ActiveGard™ patented technology acts as an automatic control in your headset to instantly lower the volume on sounds that come in at an unacceptably high level. Using sophisticated electrical circuits, the energy of the acoustic burst is actually removed and not just reduced. At the same time, the sound itself is compressed to prevent distortion. When the volume is once again acceptable, it is allowed to return to the original, comfortable level. The automatic guard then returns to surveillance mode.

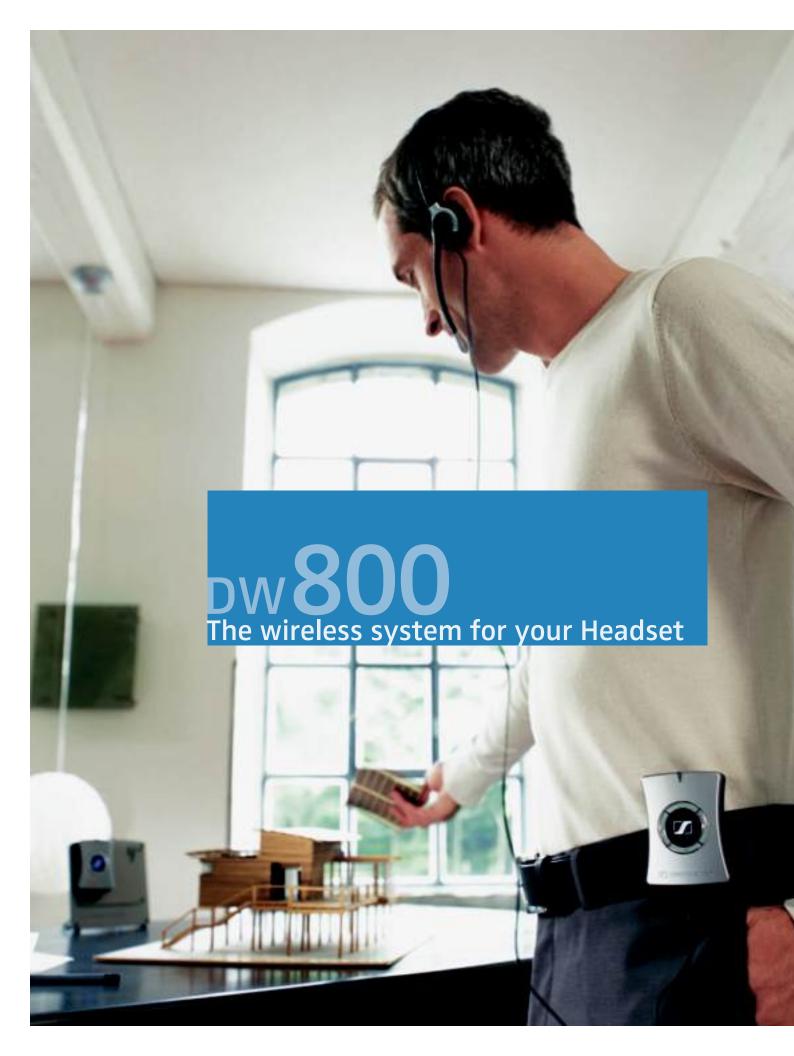


Active Canada is an active system, which automatically compresses an incoming sound that is too loud. As opposed to cutting the volume signal off it actually compresses the incoming signal to a safe level without distorting it. It also reacts in just a few milliseconds, which is much faster than the human ear can even recognize.

**Traditional systems** work by simply clipping high-volume peaks. This, in turn, can create severe, increasing, and uncomfortable distortion during a phone call. At the same time, since the potentially dangerous energy of the volume signal is only reduced and not removed, the headset speakers are still likely to transmit a very high, unpleasant, and maybe even unsafe sound level.

Disclaimer of Warranty – Limitation of Liability

Nothing in this brochure shall be regarded as a guarantee or representation. Should you be exposed to acoustic bursts, Sennheiser Communications shall not be liable for any loss or injuries.



# It's safe to venture away from your desk

Sitting at a desk can feel confining during a lengthy or intense conversation. You need a headset system that enables you to get up out of your chair and pace around the office, free to gesture with your hands or shrug the tension out of your back. Think about how convenient it would be to walk down the ball and nick up an

hands or shrug the tension out of your back. Think about how convenient it would be to walk down the hall and pick up an incoming fax or grab a file off the shelf without putting someone on hold. Enter the DW 800. Compatible with any Sennheiser Communications telecom headset, this highly advanced technology lets you move around freely up to 150 meters\* from a desktop or wall-mounted docking station simply by clipping on a mobile unit. Should the battery run low, simply swap the empty unit for the charged one and continue on without hanging up.

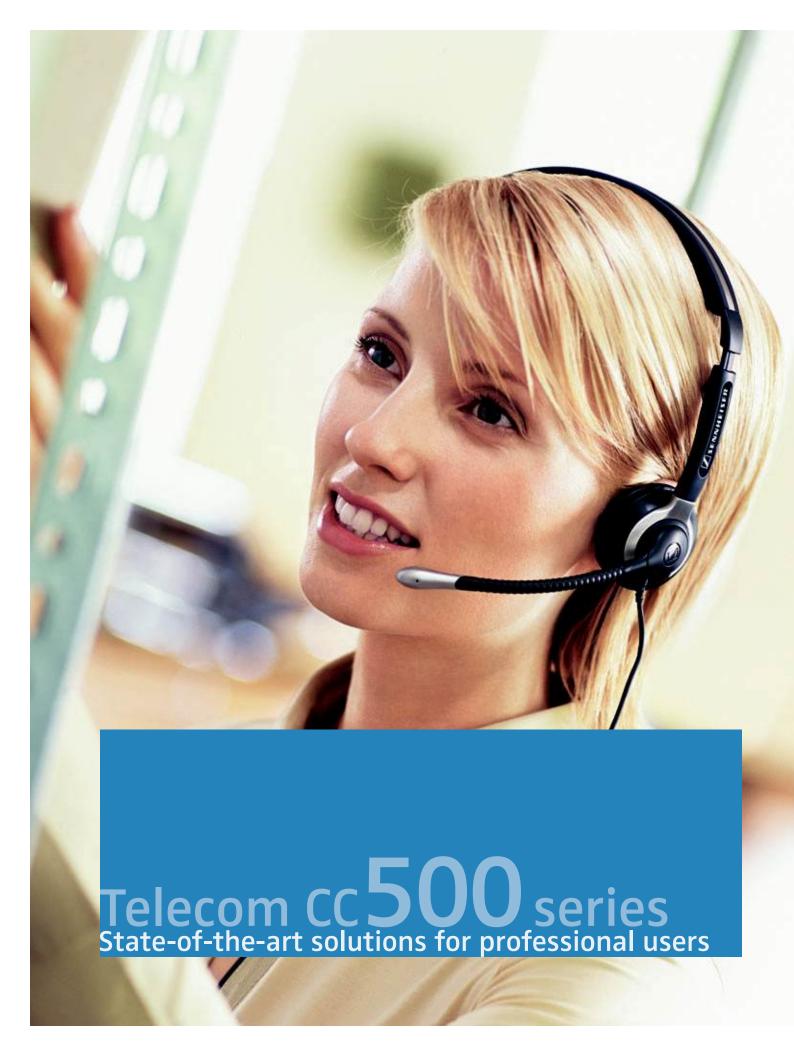


The docking station connects to a telephone system and can be set on a desk or mounted to the wall. The mobile unit clips onto the headset wearer and facilitates telephoning up to 150 meters\* away from the docking station.

# The Sennheiser DW 800 Wireless System works together with your existing phone system and any Sennheiser Communications telecom headset. Just attach the headset, clip on the mobile unit, and you are free to roam around the office. Here are some of the exceptional features:

- **Dynamic Volume Control**<sup>™</sup> Depending on the strength of the incoming volume signal, Dynamic Volume Control raises or lowers the volume to achieve your exact, preset comfort level. This prevents sudden noise peaks from being uncomfortable and ensures that the caller is understood clearly the first time. Every time.
- ▶ Infinite battery lifetime The wireless system comes equipped with two mobile units which you can "hot swap" during a phone conversation while the system holds the call. You don't have to end your phone call due to an empty battery ever again. Batteries will charge faster than the time it takes to use up the power, giving you infinite battery lifetime.
- Desktop or wall-mounted docking station No room on your desk for a docking station? Just mount it onto the wall. The frame of the unit serves as the stand while on the desk and as the headset holder when wall-mounted.
- **Exchangeable front covers** Mobile unit covers are available in alternative colors to suit individual tastes or your company's Cl. Ask your Sennheiser Communications representative for details.
- **Sound Clarity System™** Developed with state-of-the-art technology, this system improves the speech intelligibility of a bad connection. The DW 800 has two built-in sound programs to choose from, and you can change the frequency at the touch of a button allowing you to better hear your caller.
- Conference-call feature Up to five people can take part in an internal conference and up to four people plus an external caller can communicate simultaneously.
- Push-to-talk function (PTT) Also integrated into the system is a push-to-talk (PTT) function, which enables the user to speak while pushing the button. Releasing the button mutes the microphone. This feature is ideal for professional applications, e.g. in control rooms, etc.
- Intercom function When both mobile units are in use, the two parties can use the intercom function to communicate while "on the go", independent of the telephone line.
- ▶ Telephone Controlling Interface TCI 01 (handset lifter) This optional accessory enables you to answer calls when away from your desk. Via the TCI 01 interface box, the DW 800 supports selected mechanical hook switches (handset lifters) and telephones featuring built-in electronic hook switches.

<sup>\*</sup> up to 150 meters indoor operating range (300 meters line of sight), depending on the operational environment



### Comfort

The headband has comfort pads which distribute the pressure on the top of the head to a greater surface area. The ear caps are specially padded for remarkable comfort even during extended wearing time.



before a high pitch actually gets to your

### Sound quality

Ultra Noise Canceling blocks out a maximum amount of ambient noise, making it easier for the listener to understand what you are saying.

### ears. It safeguards the user from the effects of an acoustic burst.

CC 500 series headsets are the best choice for extended periods of heavyduty use in high noise-level, open-plan offices and contact centers. Improved communication With less background noise and greater speech intelligibility, all par-

ticipants in a conversation will be better understood and a minimum of time will be wasted repeating important information or clarifying misunderstandings.

More efficiency and productivity When distractions are kept to a minimum, employees will be able to concentrate more on their conversation and become less fatigued overall. Hands-free telephoning also allows headset wearers to access important information that may be relevant to the current conversation – thus increasing output at the same time.

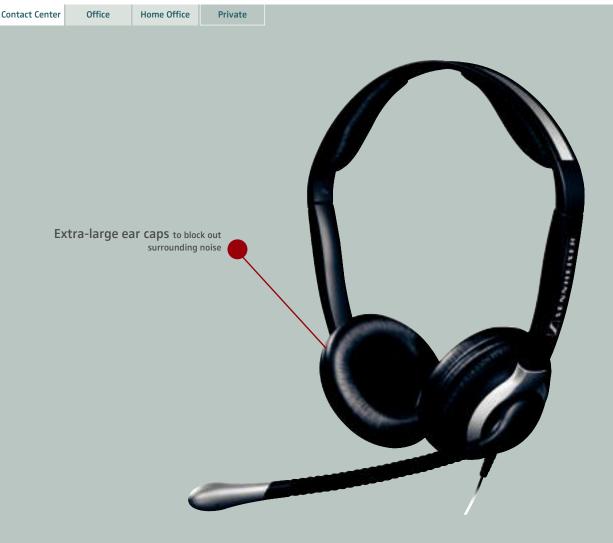
Greater employee satisfaction Comfortable, safe, and successful employees will feel better about their work and experience increased job satisfaction. Employees who are in a position to do their best will ultimately be more productive for the company.

Guide to level of recommendation for applications:



# Binaural headsets allow the headset user to receive sound to both ears and ensure a maximum amount of background noise will be blocked out, leading to greater concentration and efficiency. Comfort pads in the headband and padded ear caps increase comfort even more by distributing prossure away from the top of the head and around

headband and padded ear caps increase comfort even more, by distributing pressure away from the top of the head and around the ears to a greater surface area.



Our best professional headset. The CC 550 is our top-of-the-line, binaural headset that offers powerful, precise sound to both ears for optimal understanding. It features X-large, padded ear caps (Ø 51 mm) to block out noise and increase comfort. The self-adjusting ball-mounted speaker capsules allow perfect fitting to the head. While Ultra Noise Canceling blocks out ambient noise, the 300° adjustable microphone boom allows the microphone to be positioned exactly for optimal speech clarity.

CC 540 The allround performer. The CC 540 is the professional headset for maximal productivity especially with extended periods of telephoning. Its **large sized** ear caps ( $\varnothing$ 46 mm) efficiently block out noise in loud environments to improve intelligibility and concentration.

Lets you concentrate. The CC 520 is a technologically advanced headset with regular sized ear caps (Ø 42 mm) that are lighter in weight but still block out background noise efficiently. Perfect for employees who work in a normal noise environment.

Monaura headsets Just like a normal telephone: sound is received through one ear instead of both. Comfortable and easy to get used to, monaural headsets are designed especially for professionals who like to keep in touch with what is going on around them.

Office **Home Office Contact Center** Alternative wearing styles as ear clip or headband When flexibility counts. This model is compact and lightweight and has two alternative wearing styles. For those who prefer the traditional style, the headband can be adjusted independently on each side, so that the headset sits evenly. Combined with the unique balanced side support, you are assured maximum comfort. Should you prefer a stylish yet discreet alternative, it can also be worn as an ear clip only. Enjoy the option of choosing the style that meets your specific needs.

**Contact Center** 

Office

**Home Office** 

Double-sided headband adjustment and

balanced side support



CC 510 You won't miss a thing. The CC 510 is a robust monaural headset. It provides excellent sound and is extremely comfortable to wear because of the **comfort pads** in the headband.



### Lightweight construction This lightweight range with a large variety of wearing styles is the perfect choice for any type of office or professional communication. Durability Teflon®\* washer-supported microphone boom for accurate and stable positioning and optimal durability, due to minimised friction between the components. Safety Our unique ActiveGord technology Sound quality automatically compresses a higher-than-Noise Canceling blocks out a great amount of normal volume to a comfortable level ambient noise, making it easier for the listener before a high pitch actually gets to your to understand what you are saying (includes SH 330-SH 350). ears. It safeguards the user from the effects of an acoustic burst.

# SH 300 series headsets are the stylish and high-quality solution for users who value extremely high comfort and top speech quality.

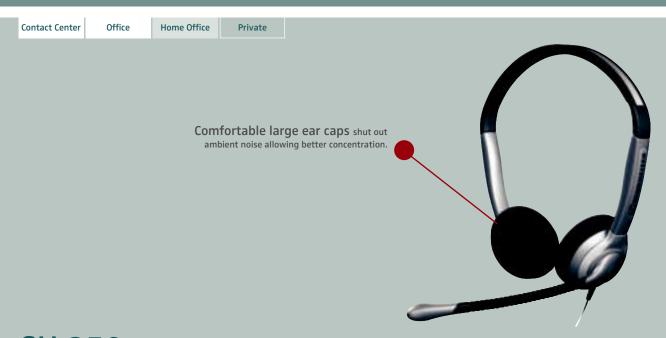
**Comfort** In addition to being lightweight by design, these headsets have a headband that is adjustable on both sides for individually preferred positions. The microphone boom rotates up to 300° so that it can be optimally and comfortably positioned up or down, and toward the mouth.

**Quality of sound** The ear pads are made out of a specially designed **acoustical foam**. Their shape optimizes the sound penetration around the center of the cushion and into the ear canal while at the same time minimizing the sound leakage along the edge of the cushion. You get the same superb sound experience, whether you choose to use the leatherette or foam ear pads, both included in the scope of delivery.

Guide to level of recommendation for applications:

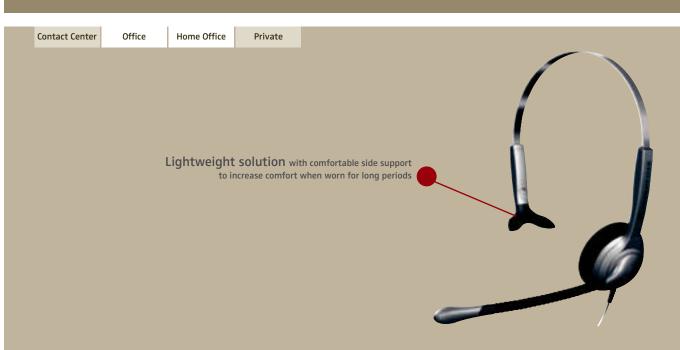


### Binaural headsets



SH 350 Perfect quality for demanding users. An excellent professional headset, the SH 350 channels clear, strong sound to both ears for high concentration levels during conversations—whether used in a contact center or other office situation. The large ear caps guarantee best quality of sound. The headband is adjustable on both sides for individually preferred positions. Self-adjusting ball-mounted speaker capsules allow perfect fitting to the head.

### Monaural headsets

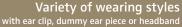


SH 330 A true classic. The SH 330 is a lightweight, all purpose monaural solution perfect for longer conversations. The headband is adjustable on both sides which, together with the ergonomic side support make it very comfortable. The design will keep the user looking and feeling stylish as well.

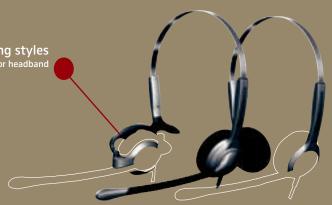
Office

Home Office

Private



SH 340 A true multi-talent. The SH 340 is designed as a very flexible headset, which enables users to decide how they want receive sound. Those who work better by shutting out the outside world can use the extra headband and dummy ear piece together, which is ideal for those who experience an increase in ambient noise levels during their working day. If closer contact with the surroundings is desired, the ear clip can simply be worn alone or with the side support headband for additional comfort during longer conversations.

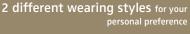


**Contact Center** 

Office

Home Office

Private





SH 320 Quick-change artist. With the SH 320, a wearer can spontaneously choose to use the lighter, stylish ear clip or the headband with side support to promote comfort for longer conversations. The design includes a compact microphone boom and is perfect for any private, business, home or office situation.

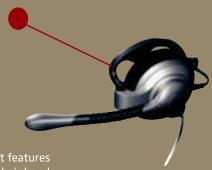
**Contact Center** 

Office

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Private

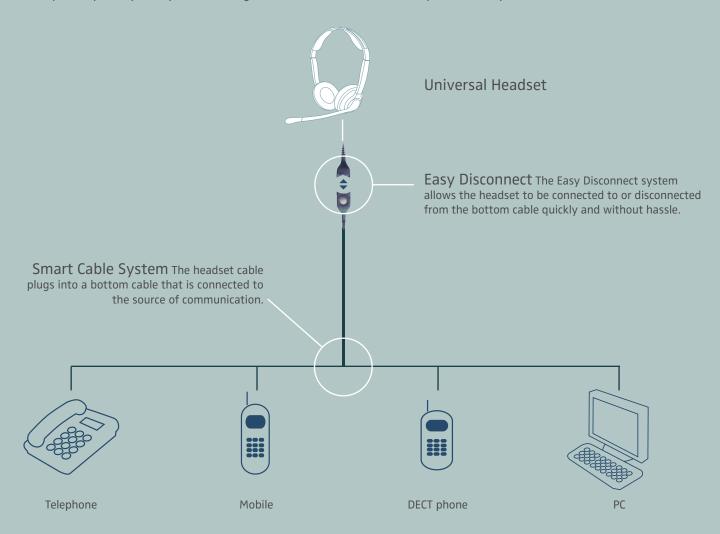
Ear clip model



SH 310 Ultra-light and ultra-easy. This lightweight ear clip headset features a compact microphone boom and is ideal for people who need to move around and have their hands free. In front office or counter environments, and at home the SH 310 can quickly be put on and taken off—with only one hand.

# Sennheiser Communications Technology: the ultimate solution

**Sennheiser Communications** is the first company to provide a smart, flexible, cost effective, and future-proof headset solution. With our unique universal headsets, if you change your mode of communication, e.g. from the home phone to your mobile, simply disconnect and reconnect with the correct headset cable. For companies, if there is an update in the telephone system, you only need to change the bottom cables – not the complete inventory of headsets.

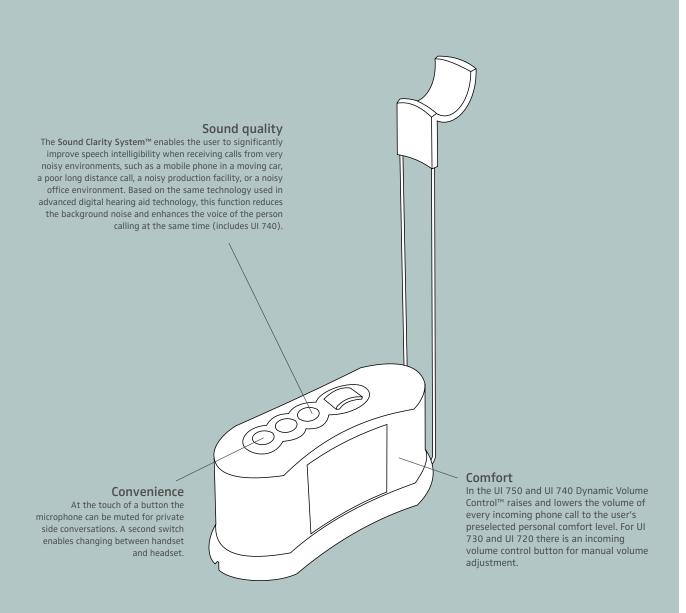


## Easy connection with Smart Cable System

**Connecting a traditional telecom headset** to a telephone or other source of communication such as a PC, DECT phone, or mobile phone requires several elements of compatibility. The Smart Cable System with Easy Disconnect will allow any Sennheiser Communications telecom headset to be connected to and disconnected from a source with minimum hassle. Headset use that requires switching between various communication tools is quick, easy, and efficient.







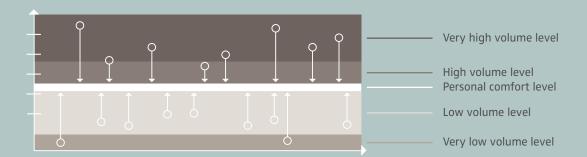
Considering the ergonomic and efficiency benefits, a headset makes all the sense in the world. Our competency in electronic communication and our commitment to comfort, safety, and quality make Sennheiser Communications an excellent choice. Yet we believe in coming full circle with our innovations and supporting our customers with accessories that make sense; like the **Sennheiser Communications Universal Interface box.** 

A brief description: a UI box works as a connector between your handset and headset. At the touch of a button, a passive box will allow you to easily switch back and forth between the handset and headset or even integrate a PC into the system if you wish. But it doesn't stop there: you can choose an active box with additional features that will regulate different volume levels and improve speech intelligibility – automatically. These boxes are absolutely user-friendly because they are easier to set up than traditional boxes.

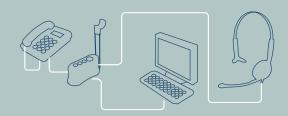
**Without a universal interface:** the absence of a UI box means that the user has to connect the headset directly to the telephone. This does not allow for switching between the headset and handset, unless the phone has a designated headset connection port. In addition, special care has to be taken to ensure that the cables for connecting phone and headset are correctly matched. To receive additional assistance in choosing the correct connection, please consult the Headset Selector at www.sennheisercommunications.com.

# Active Universal Interfaces Active boxes will allow you not only to switch

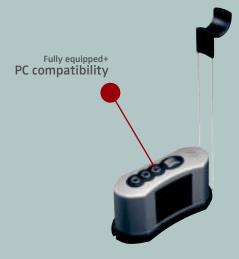
between headset and handset or even PC, they also have additional features that will regulate different types of volume and improve speech intelligibility – automatically. These boxes are absolutely user-friendly because they are easier to set up than regular boxes.

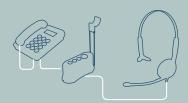


ynamic Volume Control<sup>TM</sup> Everyone has their own personal comfort level when it comes to the volume of a telephone call. During a working day, the level of incoming signals can actually vary a great deal. Sudden changes in the sound level or unexpected and unpleasant signals (spikings) can startle headset wearers, causing stress and discomfort. The patented Dynamic Volume Control™ acts in milliseconds to raise or lower the volume of every incoming signal, depending on whether it is too high or too low, to the user's preferred level. This reduces fatigue and greatly increases comfort.



1 750 Flexible. Active. Comfortable. Perfect. The top-of-the-line UI box enables the user to switch between PC and telephone, headset and handset. The active box UI 750 features Dynamic Volume Control™ to keep incoming volume at a comfortable level. Also features automatic power save function for extremely long battery lifetime of up to 2 years. PC cable included.

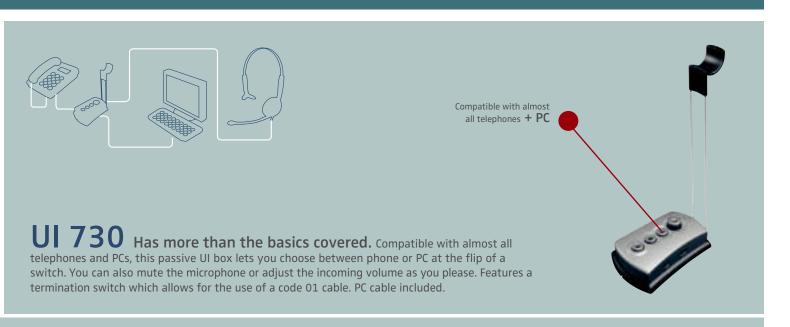


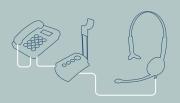


Works as a filter for your ear. An alternative to the UI 750, when PC compatibility is not required. This active box exclusively features the Sound Clarity System™, which reduces background noise and enhances the voice of the person calling. Also features automatic power save function for extremely long battery lifetime of up to 2 years.



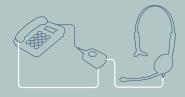
# Passive Universal Interfaces Passive boxes will allow you to easily switch back and forth between handset and headset or even integrate a PC into the system if you wish.

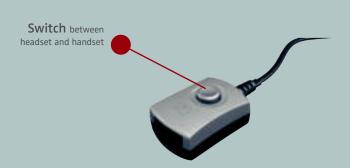






UI 720 Hang up before you go. This passive UI box lets you switch between headset and handset. It includes standard features plus incoming volume control and the termination switch.





710 Considerate about your need for space. About the size of a matchbox, this very compact and basic model serves as the middleman as it connects telephone and headset cables and enables the user to choose between headset and handset at the touch of a button.